VEHICLE RESERVATION SYSTEM
REQUEST FOR INFORMATION
ACQ-2009-0612-RFP
AMENDMENT
July 14, 2009

This is an amendment to Request for Information (RFI) ACQ-2009-0612-RFI issued by the Washington State Department of Transportation, Washington State Ferries Division for the Vehicle Reservation System.

I. This RFI is amended as follows:

a) <u>**Section 2 Instruction to Respondents**</u> – Replace in its entirety Section 2.2 of the RFI with the following:

> Please provide responses in an electronic format such as Adobe Acrobat or Microsoft Word. This will assist in our review process.

II. This RFI is amended to include the following Questions and Answers:

Q1. We are concerned about the expected level of detail to be provided regarding current clients, pricing, technologies, etc that may put us at a competitive disadvantage. Especially since this may or may not go out to bid and at the very earliest it appears a contract would not be awarded until 2010, if not 2011.

> **A1.** WSDOT is not attempting to make competitive comparisons between vendors or experts in this RFI. Any information you can send to us that will help us formulate the scope of our potential system is appreciated. Given the very aggressive timeline under which we have asked you to respond, we do not expect comprehensive responses to all questions. If, however, you can mention any recent projects you were involved in with customers that resemble the WSDOT Ferries Division, or similar information you know about costs for other implementations, we will consider that information as we move forward.

Q2. Is there a maximum dollar amount the WSF has been approved for to go forward with a pilot project, as to avoid having to go back before the legislature?

> **A2.** The State of Washington has appropriated over 3 million dollars to perform a pre-design report to explore the feasibility of a reservation system. However, until we complete our investigations and file our pre-design documentation, the Legislature has not authorized the system to be built. The Legislature may decide on a different amount to be authorized, pending our research and report, of which this RFI is one part.

Q3. Would WSF be open to simply adding a "per transaction fee" or percentage to pay for the pilot project reservation system, as opposed to going back to the legislature for funding? We feel the sooner we can get the pilot project going, the sooner the state sees results and both sides work through the kinks together.

A3. The pilot project will be paid for out of funds appropriated by the Legislature for that purpose. Thank you for this creative suggestion.

Q4. What would the term of the pilot project be? 2 years, 5 years, etc?

A4. WSDOT anticipates that the pilot implementation of the Reservation System will be proof positive of our work in researching, purchasing, and finally customizing a system that fully meets the needs of the traveling public in the State of Washington. After observing the pilot for a limited but representative period of time, perhaps 6 months or less, we expect the Legislature will be in a position to approve funds to uplift the system to a system-wide solution.

Q5. In addition, we feel some of the information requested is irrelevant when it comes to working through the problem (section 3.0) with the WSF. Specifically "Provide a breakdown of experience(s) over the past five (5) years in developing and implementing solutions that are closest to WSDOT's overall requirements." We feel this to be excessive given that the WSF is simply trying to see what's out there to make a proposal for the state legislature.

A5.   See response to A1.

Q6. Can we be provided with specifications on the Galaxy Admissions System created by Gateway Ticketing Systems?

A6.   Please see http://Gatewayticketing.com for full details.

Q7. Would WSF provide all specifications for the desired applications the new reservation system would integrate with?

A7.   Yes, as requirements are developed for the complete solution, all interfaces will be fully specified. WSDOT is moving to a Service-Oriented Architecture for our application systems (see page 7 of the RFI, "Enterprise Architecture"), and adherence to the standards listed will assist in the integration of solutions that are similarly prepared for an SOA environment.

Q8. Would WSF provide a prioritized list of the aforementioned applications to be integrated with, based on mission critical levels?

A8.   At this time, WSDOT is focused on the integration between the ticketing system and a new reservation system. As other potential integration opportunities appear that provide value, we will explore those, as appropriate.

Q9. As far as the software side, is WSF concerned about just the vehicles or the vehicles and the number of passenger inside the vehicle?

A9.   The reservation system is intended for vehicles. It would be desirable to collect additional fares travelling in the vehicle at the time a reservation is made, to reduce transaction time at the sales booth.

Q10. How does WSF plan to resolve the physical constraints of the traffic flow given a new reservation system?

    A10. We need to understand what the physical constraints might be. The overall desire is to use a reservation to reduce constraints at the terminal.

Q11. Has WSF conducted any loading/unloading studies?

    A11. Yes

Q12. Have these studies given any indication as how to reduce or resolve the community bottlenecks? For example, new express or bypass lanes, by widening or the roadway or rerouting existing roadway?

    A12. These would all help terminal congestion but are expensive to undertake. It is hoped a reservation system will help reduce terminal congestion and spread demand across several departures.

Q13. What is WSF's poster child for a much needed reservation system?

    A13. All routes have varying needs, however it is the Kingston – Edmonds route we would like to pilot. The Kingston terminal in particular backs weekend traffic up through town and out the highway where it is queued on the shoulder of the road. Businesses do not appreciate the congestion and travelers cannot reliably predict the departures they will board. Edmonds has similar but not identical difficulties, exacerbated by an undersized holding area.

Q14. Is this due to community pressure, customer friendliness, or political pressure?

    A14. All of the above.

Q15. We noticed WSF already has an online reservation system for two (2) runs (Sidney, BC and Port Townsend/Keystone). Can you tell us why you are requesting information on a reservation system if you already have one?

    A15. The current system is near capacity and lacks the flexibility and integration points of a robust, enterprise-class application. WSDOT Ferries requires a solution robust enough to handle every aspect of making, changing or cancelling a reservation online or by telephone for the entire system, not just those few routes currently deployed.

Q16. What are the pros and cons of the current system?

    A16. The current system is limited in the functionality it delivers to customers over the Internet. Web reservations for only the simplest vehicles are possible. No changes to reservations are possible. That is its principal failing. There is no linkage between the reservation record and the ticket that actually provides the right of passage. The current system was not designed for high volume of reservations activity (design point was approximately 500 reservations per day). On the plus

side, the current system is simple for a web customer to use, although as noted, many reservations must be handled by telephone with a reservations agent.

Q17. Who developed the current system? For example, private software developer, internal project of the WSF and WSDOT?

> **A17.** The current reservation system was developed as custom software for WSDOT by a third party. It has been enhanced over the years by in-house programmers. It was never designed to cover the entire ferry system, nor was it anticipated that a new ticketing system would provide point-of-sale functions that could be integrated with a reservation. It is a stand-alone system.

Q18. To what degree will the Vehicle Reservation System (VRS) be expected to interact with the Gateway Ticketing System? Will the VRS have exclusive control over vehicles on those routes for which it is decided reservations are preferable? By this I mean booking, amendment, payment, and cancellation processes as well as the issuance of travel documents? Will the VRS also have responsibility for the check-in processes for vehicles on these routes?

> **A18.** Please see http://Gatewayticketing.com for full details of that technology. The ticketing system only sells tickets for a particular route at a particular price. Tickets are not linked to any particular sailing, and so no reservation is implied, nor is there any linkage between the ticket and a particular sailing. The new reservation system as envisioned will address this connection between a reservation and a ticket (much like an airline reservation system). The "VRS" will manage arrival and queuing ("check-in") of reserved vehicles at the dock. The "VRS" will provide booking, amendment or changes, cancellation, and issuance of a reservation "token" that will be logically linked to a ticket issued from the Galaxy system.

Q19. On the administrative side we take our environmental responsibilities seriously as we know you do, and so we wondered if you would accept our response solely as a PDF document submitted by email – this way we avoid shipping half a tree halfway around the world and you don't have to deal with European sized paper.

> **A19.** See I. a) above.

Q20. Is the system planned to be implemented on one (1) route in stage 1 or should the offer be based on two (2) routes?

> **A20.** The plan is to first replace the existing system, continuing reservations on the two routes where they are currently offered. After successful implementation there, moving on to the pilot route.

Q21. For how many concurrent uses in the call center and POS/Ticket booth, should we base our cost estimate on?

> **A21.** For the pilot project, up to 50 users cold be in the system concurrently. If deployed system-wide, concurrent users will be over 100.

Q22. How many bookings do you estimate will be done on the specific route(s)?

    A22. WSF would like the ability to adjust the percentage of reserved space by day and by departure. While starting on the lower end of the scale at approximately 20%, moving up to 90%. At 90% this could equate to 3503 vehicles from Edmonds and as much as 3240 vehicles out of Kingston on a busy weekend day.

Q23. How many passengers/year on the specific route(s)?

    A23. Only vehicle reservations are in scope for this project. Passengers will not require reservations.

Q24. How many cars/year on the specific route(s)?

    A24. All WSDOT traffic stats can be found at the following website under accountability in the right hand column: http://www:wsdot.wa.gov/ferries

Q25. How many web bookings/year do you estimate will be done? Or towards how many web bookings are you aiming?

    A25. Given a successful reservations system, WSF could strive for 80% to 90% of 11,000,000 vehicles per year.

Q26. What is the purpose with the system? Is it planned to be used on all routes in the future? Should we recommend hardware that could be scaled upwards?

    A26. WSDOT is interested in eventual system wide service, but envisions a staggered implementation. If you know of hardware or other system components that can be scaled to work in the total system, we would be interested to learn that information.

Q27. I am looking at the above RFI and was wondering what contractor is currently performing similar work for the WSF? Additionally, IF an RFP were released as a result of this RFI, do you have a period of performance in mind for a resulting contract?

    A27. WSDOT has no contracts in place for building a reservation system. The current system in use is supported by in-house staff. At this point in time, we would expect the period of performance for a potential contract for the reservation systems to run from 8-10 years.

Q28. Preferred vessel loading-do we need to match current functionality?

    A28. Yes

Q29. Over- width – Is this ever more than one lane?

    A29. No

Q30. Does over width always equal over height?

    A30. No

Q31. Will you need the ability to allow multi-ride or monthly passes to make static reservations?

    A31. Yes

Q32. Do you envision auto replenishment reservation tickets?

    A32. Yes

Q33. Time of travel sensitive pricing?

    A33. Eventually, Yes.

Q34. Do you need yield management?

    A34. Not sure what this means.

ALL OTHER TERMS AND CONDITIONS OF THIS RFI REMAIN IN FULL FORCE AND EFFECT.